



## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Therapeutic Administrator</b>
<b>Responsible to:</b>	<b>Director of Therapy and Training</b>
<b>Location:</b>	<b>Remote and at Dandelion Time, West Farleigh</b>
<b>Hours:</b>	<b>15 hours per week (over three/four days)</b>
<b>Salary:</b>	<b>£20,000 pro rata to hours</b>

### **Job Outline**

The Therapeutic Administrator will support the Therapeutic Coordinator in the development and maintenance of administrative systems and processes that are effective, efficient and accessible to relevant staff to support an excellent therapeutic service to vulnerable families.

### **Key Responsibilities**

- To support the Therapeutic Coordinator in the development and maintenance of administrative systems and processes that are effective, efficient and accessible to relevant staff
- To assist in dealing with enquiries from potential referrers, sharing information about Dandelion Time's admissions criteria, referral process, and funding requirements
- To accurately input referral information onto the therapeutic database
- To make the initial telephone contact to referred families to arrange home visits, liaising with relevant caseworkers to find mutually convenient dates and times
- To liaise directly with families on the waiting list to ascertain availability for attending sessions
- To liaise with schools to facilitate the attendance of children on sessions
- To ensure that all administrative processes are completed before families commence sessions
- To update the therapeutic software system with session information in a timely manner
- To administer feedback surveys from families using automated survey software and other software packages
- To maintain clear and accurate records at all stages of the referral process, from initial enquiry to subsequent placement, and to be able to provide this information in a timely manner
- To assist in the administration of any training delivered by the therapeutic team
- To provide administrative support to other members of the team in discussion with your line manager

## **Duties and Responsibilities of All Staff**

- Prepare for and attend regular team meetings, mandatory training, annual appraisals and personal development sessions
- To contribute to the effective and efficient running of Dandelion Time by awareness of, and compliance with all policies and procedures
- To work closely with line manager to establish targets and develop strategies to meet them.
- Maintain a sensitive and professional approach towards colleagues, volunteers, children and families, mindful of confidentiality and anti-discriminatory practices
- Abide by health and safety guidelines and risk assessments and share responsibility for own safety and that of colleagues, volunteers, children and families
- To respect the rights of individuals by maintaining confidentiality and working in line with data protection legislation
- To create positive relationships and to treat everyone with dignity and respect, adhering to Dandelion Time's core aims and values, and adhering to the Equality and Diversity policy.
- To be proactive in improving Dandelion's environmental performance across all areas of the charity, complying fully with Dandelion Time's Environmental Policy
- To undertake any other relevant duties as required to ensure the effective provision of Dandelion Time objectives
- This job description may be subject to joint review from time to time between the post-holder and Dandelion Time, and as such is liable to amendment.

## **Other requirements**

This post requires regular screening by the Disclosure and Barring Service (DBS).

The post holder will be required to attend up to 3 days of mandatory training per year and monthly team meetings. These may be outside of normal work pattern.